



Municipio de Sabana Grande

Located in the southwest of Puerto Rico, the municipality of Sabana Grande has a population of 25,935, according to the 2000 US Census. Mayor Miguel G. Ortiz has been in charge of administrating this town since 1993.

The town has grown in the past years, thanks to the development in the manufacture sector, particularly the production of scientific instruments, chemical products, textiles, wood and plastics.

Right now, Sabana Grande has an estimated annual budget of \$9.5 millions. Its workforce of 450 employees is distributed in 11 offices and provides direct services to citizens in areas like health, permits, street lighting, roads and public areas maintenance, among others.

As a government entity in charge of providing basic services to its constituents, the Municipality proactively looks for new options so it can be more efficient without impacting the budget. Also, its vision includes reducing manual processes and redirecting its efforts towards improving services to citizens.

In this context, technology has a vital role in its goals, as it impacts services and the general operation of the municipal administration.





In addition to City Hall, the Municipality manages 11 offices at different locations across town. This fact made it difficult to keep up interpersonal communication among employees, and highlighted the need for an adequate technical infrastructure for them to share information securely and fast.

One of the biggest challenges was to reduce operational costs and to increase productivity in order to provide better services to citizens. For example, the previous telephone switchboard had limitations that made it difficult to manage high volumes of both internal and external calls. This situation caused delays in processes and created hassles for citizens, who frequently found the lines to be busy or out of service.

As a matter of fact, during the past five years the cost of maintaining their telecommunication services increased 12%, which was not in tune neither with the municipality's vision nor with the central administration's requirement that municipalities reduce their operational costs in 15%.



Mayor Miguel Ortiz Pérez asked WorldNet to identify a solution that allowed for improved operations and services. WorldNet did a detailed analysis of the technical infrastructure available at the municipality. In a very effective execution of teamwork, together with leaders from the municipal administration, WorldNet's experts pinpointed the root of the problem: the lack of integration among dependencies had a negative impact on communication processes.

To respond to this situation and create an interconnected system for the 11 locations, WorldNet came up with an

integrated solution composed of a wireless network that provides access to employees from any point within the coverage area; a Mitel 3300 switchboard for increased productivity; and increased bandwidth thanks to a 4.5mgs internet connection.

Thanks to the thorough analysis, it was possible to find the perfect technical solution for the challenges the municipality faced, in order to improve efficiency and agility when providing services to citizens.



Once the switchboard was installed, the 450 employees were interconnected through extensions. The equipment used enables continuous, 24-7 operation. It has an "auto attendant" function, so callers can choose to dial the extension they are interested in without having to wait for an operator.

On the other hand, by optimizing the internet service there was a significant improvement in communication, document transmission and online access to information. Since the installation, the municipality has benefited from the added value of having more bandwidth: services to citizens got better at all locations, and the increased speed of connection allows for an effective management of higher volumes of information and for the use of heavier applications.

By accurately pinpointing the client's needs and selecting adequate technical solutions, WorldNet has helped the Municipality of Sabana Grande in the acquisition of the necessary tools so employees can improve their performance. Another result is a reduction in operational costs, estimated in \$38,600.00 per year.

"WorldNet has been an ally to our town in our goal of developing our technological infrastructure. Also, we have been able to provide our employees with more and better tools, which in turn helps us provide our constituents with the services they expect and deserve", said mayor Miguel G. Ortiz.

